



OFFICE OF THE ASSESSOR COUNTY OF LOS ANGELES

320 KENNETH HAHN HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012-2770
(213) 974-3101
assessor.lacounty.gov

RICK AUERBACH
ASSESSOR

June 18, 2009

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N04-0580 FOR THE DEVELOPMENT OF THE OWNERSHIP DEED PROCESSING SYSTEM

This is to advise you of our intent to request the Internal Services Department (ISD) to extend the term of ITSSMA Work Order N04-0580 with Corpinfo Services from August 31, 2009 to March 31, 2010, and increase the maximum Work Order amount by \$170,000 from \$600,000 to \$770,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Work Order executed on April 18, 2007 was bid and awarded to provide the design and implementation of a new Ownership Deed Processing System. The Office of the Assessor is developing critical production applications that can be utilized by Assessor staff to enhance processing and increase productivity. The Department is actively developing new intranet applications for its subdepartments and divisions using the latest web development technology.

The Assessor's improvement and development of the intranet applications is in line with the County's strategic goals and the department's goals to maximize productivity through infrastructure development and new system development. The new Ownership Deed Processing System has replaced the current imaging system using state-of-the-art technology for capture, retention, and processing of deed images and Preliminary Change

of Ownership Reports (PCOR's) as well as their related data. In addition, the Assessor's Ownership Deed Processing System is critical to the department's mission and daily operations. The application will be used by Assessor staff to enhance processing and increase productivity.

The new system was implemented in the first quarter of 2009 to accommodate processing requirements. During this process, additional required enhancements surfaced. As a result, not all the requirements could be completed within the anticipated time frame. A decision was made to implement those functions that were necessary to code documents, which is the fundamental purpose of the system. The project is now in the enhancement phase. Certain secondary functions will be completed during this period so the main application would not be delayed.

Specific secondary functions have been implemented, but others still need to be completed. The remaining critical and necessary enhancements have been reviewed and those not deemed essential to the project have been eliminated. The development of these modules is now the focus of this project. The following items listed below are planned to be implemented by March 2010.

- a) Supervisor Modules – Seven Supervisor modules are critical and must be completed. These modules will allow supervisors to correct documents, update previously completed documents, reassign documents that are being worked by a Coder not under their supervision, and completion of the staff administration module. The projected time to complete these modules is approximately 90 working days.
- b) Support Staff Modules – Three Support staff modules must be implemented including the PCOR Research module, the Correspondence module, and the Hard copy Print process. These will require an estimated 25 working days to complete.
- c) Reports – A number of additional reports are necessary and critical to management. These are production reports that assist supervisors in tracking production work status. These can be completed in approximately 75 working days.
- d) System Operator Interface – It is estimated that an approximate 15 working days will be required to complete the System Operator interface and turn over this function to the system operations staff.
- e) Automation of Scheduled Jobs/System Performance Optimization – Jobs that currently require programmer involvement must be automated. The system must also be reviewed and modifications must be made to optimize system performance and facilitate future system maintenance. Approximately 15 working days is estimated for these tasks.

- f) System Documentation and Transfer of Knowledge – System documentation must be completed to assist with the transfer of knowledge. The knowledge transfer is essential to provide the necessary technical support to maintain the system. Approximately 15 working days is needed to complete these tasks.

SCOPE OF WORK

With the extension of this Work Order, the consultant will:

- continue to design, develop, document, implement, and support the remaining modules of the web-based Ownership Deed Processing System;
- complete transfer of knowledge to the Assessor Information Technology Division staff.

JUSTIFICATION

The consultant is a highly qualified system developer and possesses information systems experience that is essential to achieve the department's strategic plan goal of providing service excellence. Since the beginning of the current contract, the consultant has gained extensive knowledge of the Ownership Deed process that can only be achieved over time. To complete the additional system modules in the most expeditious and efficient manner, it is necessary to utilize the expertise of the same consultant that designed and developed the existing application. Hiring a new consultant at this point in the project would require an additional contract expenditure to account for an extensive learning curve.

The implementation of the remaining Supervisor and Support staff modules of the new Ownership Deed Processing System is planned for the first quarter of 2010. The extension of the Work Order with Corplnfo Services is necessary to ensure completion of the remaining necessary modules of the project and for post-implementation support and troubleshooting, as well as to complete system/user documentation and transfer of knowledge. There will be no additional request for extension for this consultant.

FISCAL IMPACT

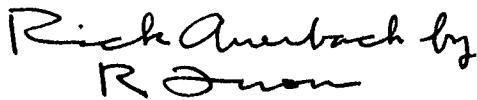
The amendment will extend the Work Order for seven months to March 31, 2010 and increase the maximum amount by \$170,000. This amount will be sufficient to complete the job. The consultant's hourly rate will remain the same. Funding for this Work Order has been requested in the Assessor's Services and Supplies funding for fiscal year 2009-2010.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. If no comment is received within two weeks, we will request that ISD proceed with the amendment to the current Work Order. If there are any questions regarding this Work Order amendment request, please have your staff contact Rick Mele, Director of Reengineering and Technology at (213) 974-9215 or rmele@assessor.lacounty.gov.

Respectfully submitted,

Noted and Approved:

Handwritten signature of Rick Auerbach in black ink, appearing as "Rick Auerbach by R. Auerbach".

Rick Auerbach
Assessor

Handwritten signature of Richard Sanchez in black ink, appearing as "Richard Sanchez".

Richard Sanchez
Acting Chief Information Officer

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Director, Internal Services Department